performance, reliability and availability of services and Billing services for improvement in the level of customer satisfaction.

(c) The TRAI attempts to ensure compliance through a process of interaction with service providers and generating greater awareness among consumers.

WLL limited mobile services

967. SHRIMATI KAMLA MANHAR:
SHRI ABANI ROY:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government have constituted a Task Force of Technical Experts from IITs, CSIR, TCIL and others to ensure that WLL limited mobile services do not suffer due to unnecessary representations by the Cellular Operators Association of India; and

(b) if so, the details of the outcome of the Task Force constituted to look into the problems of WLL *vs* GSM?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI ASHOK PRADHAN): (a) Yes, Sir.

(b) Task Force has recommended that subscriber terminal shall not be used in more than one SDCA while providing limited mobility facility by Basic Service Operators.

Meghdoot cards

†968. SHRI BALKAVI BAIRAGI:
SHRIMATI KAMLA MANHAR:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the objectives of issuing the Meghdoot cards by the postal department together with the arrangements made for the purpose;

(b) the action taken on the complaints received regarding returning the twenty five paise post cards with the remark "under stamped"; and

(c) the details of the action taken against the guilty employees and the steps likely to be taken for redressal of the grievances?

†Original notice of the question was received in Hindi.

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SU. THIRUNAVUKKARASAR): (a) The Meghdoot Post Card was introduced by the Department in order to get an additional revenue for the department by allowing the left hand portion on the address side to be used for advertising services and products of organizations such as PSUs, Government Organizations and Private Companies etc. on payment of Rs. 2/- per post card. As the postal department earns additional revenue on the Meghdoot Post Card and since the portion to be used for writing has been reduced to provide space for advertisement, the post card is sold to the public at a lower rate of 25 paise. The advertiser (who has to order a minimum quantity of one lakh cards) is allowed to select the areas of distribution of Meghdoot Post Card. Therefore, such cards are available in the areas selected by the advertisers.

(b) Only three complaints have come to light: One each in Delhi, Ahmedabad and Mumbai. On receipt of the complaints instructions relating to Meghdoot Post Card were reiterated to avoid any confusion between the Ordinary Post Card and Meghdoot Post Card.

(c) The delinquent officials have been warned to be more vigilant in future. It has been ordered that the irregular amount recovered be refunded in order to redress the grievances of the customers.

Software exports

969. SHRI RAMA MUNI REDDY SIRIGIREDDY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the software and hardware exports by India to various countries during the last five years, year-wise and country-wise; and

(b) the revenue earned in terms of dollars during the above period year-wise and country-wise?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SU. THIRUNAVUKKARASAR): (a) and (b) The software and hardware exports by India to various regions of the world and the revenue earned in terms of dollars during the last five years are given in the Statement.